

**MOBILE-BASED SERVICE COMPLAINTS INFORMATION SYSTEM
APPLICATION
(CASE STUDY: LIBRARY AND LIBRARY SERVICE
NGAWI DISTRICT ARCHIVES)**

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ABSTRACT

The Ngawi Regency Library and Archives Office (Disperpusip) is a government department that carries out government affairs in the field of libraries and archives in the Ngawi Regency area. One of Disperpusip's tasks is to provide services and library facilities for the community. Currently, the handling of complaints about library services and facilities from the community still uses a manual method, namely reporting complaints to library officers or through the google forms platform. In a manual way, there is a risk of human error such as complaints not being recorded properly and there is no documentation and the google forms platform is only limited to satisfaction surveys. To overcome these problems, a solution is needed, namely by making a mobile-based service complaint application. The mobile application was developed using the Flutter framework with MySQL database. The web application for the admin was developed using the Laravel framework and PHP language. With this mobile application system can improve the handling of complaints from the public to be easier and more effective.

Keywords: Disperpusip, Service Complaint, Human Error, Mobile Application.